

**CHARTER FIBERLINK  
SC-CCO, LLC**

**Betty Sanders**  
Director Regulatory Affairs  
Direct: 314-288-3259  
Email: [betty.sanders@chartercom.com](mailto:betty.sanders@chartercom.com)

December 8, 2010

**FILED ELECTRONICALLY**

Mr. Charles Terreni, Chief Clerk  
Public Service Commission of South Carolina  
Synergy Business Park  
101 Executive Center Drive  
Columbia, South Carolina 29210

RE: Charter Fiberlink SC-CCO, LLC Revised Tariff Filing

Dear Mr. Terreni:

Attached please find electronic tariff revisions filed to Charter Fiberlink SC-CCO, LLC's ("Charter") Tariff(s) No. 3. The following tariff pages listed below carry an effective date of November 10, 2010:

36 <sup>th</sup> Revised Page 2	1 <sup>st</sup> Revised Page 16.2	3 <sup>rd</sup> Revised Page 27
2 <sup>nd</sup> Revised Page 42.1	8 <sup>th</sup> Revised Page 46	1 <sup>st</sup> Revised Page 46.1
1 <sup>st</sup> Revised Page 46.2	Original Page 46.3	1 <sup>st</sup> Revised Page 47.1
10 <sup>th</sup> Revised Page 53	3 <sup>rd</sup> Revised Page 53.1	

In this filing, Charter is updating Emergency Services regulations and is adding services to the Voice Trunk product for business customers.

Questions regarding this filing may be directed to me at 314 288-3259 or to Sheerie Green at 314 288-3327.

Sincerely,



Betty Sanders

**Check Sheet**

The pages listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective page(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date indicated below.

Page	Revision	Page	Revision
1	Original	31	7 <sup>th</sup> Revised
2	36 <sup>th</sup> Revised*	31.1	Original
3	3 <sup>rd</sup> Revised	32	4 <sup>th</sup> Revised
3.1	Original	33	10 <sup>th</sup> Revised
4	1 <sup>st</sup> Revised	33.1	5 <sup>th</sup> Revised
5	Original	34	11 <sup>th</sup> Revised
6	Original	35	4 <sup>th</sup> Revised
7	1 <sup>st</sup> Revised	35.1	5 <sup>th</sup> Revised
8	2 <sup>nd</sup> Revised	35.2	1 <sup>st</sup> Revised
9	Original	36	3 <sup>rd</sup> Revised
10	3 <sup>rd</sup> Revised	37	4 <sup>th</sup> Revised
11	3 <sup>rd</sup> Revised	37.1	1 <sup>st</sup> Revised
12	4 <sup>th</sup> Revised	38	4 <sup>th</sup> Revised
13	2 <sup>nd</sup> Revised	39	5 <sup>th</sup> Revised
14	Original	40	4 <sup>th</sup> Revised
15	Original	41	3 <sup>rd</sup> Revised
16	1 <sup>st</sup> Revised	42	2 <sup>nd</sup> Revised
16.1	Original	42.1	2 <sup>nd</sup> Revised*
16.2	1 <sup>st</sup> Revised*	43	2 <sup>nd</sup> Revised
17	1 <sup>st</sup> Revised	44	4 <sup>th</sup> Revised
18	1 <sup>st</sup> Revised	44.1	1 <sup>st</sup> Revised
19	3 <sup>rd</sup> Revised	45	2 <sup>nd</sup> Revised
20	3 <sup>rd</sup> Revised	46	8 <sup>th</sup> Revised*
21	Original	46.1	1 <sup>st</sup> Revised*
22	2 <sup>nd</sup> Revised	46.2	1 <sup>st</sup> Revised*
22.1	5 <sup>th</sup> Revised	46.3	Original*
22.2	Original	47	4 <sup>th</sup> Revised
23	4 <sup>th</sup> Revised	47.1	1 <sup>st</sup> Revised*
24	Original	48	1 <sup>st</sup> Revised
25	Original	48.1	3 <sup>rd</sup> Revised
26	Original	48.2	2 <sup>nd</sup> Revised
27	3 <sup>rd</sup> Revised*	49	8 <sup>th</sup> Revised
28	3 <sup>rd</sup> Revised	50	16 <sup>th</sup> Revised
29	5 <sup>th</sup> Revised	51	2 <sup>nd</sup> Revised
30	11 <sup>th</sup> Revised	52	4 <sup>th</sup> Revised
30.1	2 <sup>nd</sup> Revised	52.1	Original
30.1.1	2 <sup>nd</sup> Revised	53	10 <sup>th</sup> Revised*
30.1.2	Original	53.1	3 <sup>rd</sup> Revised*
30.2	4 <sup>th</sup> Revised	54	1 <sup>st</sup> Revised
30.3	1 <sup>st</sup> Revised	54.1	1 <sup>st</sup> Revised
30.4	2 <sup>nd</sup> Revised	55	Original

\*New/Revised this filing

Issued By: Betty Sanders, Director Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink SC-CCO, LLC

Issue Date: December 8, 2010

Effective Date: December 10, 2010

### **3.1.3 Liability (Cont'd)**

Customer will indemnify, defend, and hold the Telephone Company harmless from any claims or causes of action arising from the non-implementation of Private Switch/Automatic Locations Identification (PS/ALI), the enabling of station level 911 service, and/or the failure of PS/ALI or station level 911 service if enabled.

(N)

|

(N)

The Customer also agrees to release, indemnify and hold harmless the Telephone Company in using a Multimedia Terminal Adaptor (MTA) or a telephone modem that requires electrical power in the event of failure. The Telephone Company may provide battery backup for the MTA or modem to customers with the intent of providing telephone service in the event of a power outage. However, continued telephone service in the event of a power outage is not guaranteed.

Under no circumstances shall the Telephone Company or its officers, directors, employees or agents have any liability to the county, a person placing an emergency call on the system or to any other person or entity, for any loss, damage, injury or liability which they may suffer, sustain, incur or become subject to, arising out of, based upon resulting from any negligence on the part of the Telephone Company or its officers, directors, employees or agents.

Notwithstanding any other provision of any service agreement or this tariff, the telephone company's entire liability to customer, and customer's sole and exclusive remedy for any damages caused by any service defect or failure, or for other claims arising in connection with any service provided by the telephone company, shall be customer's proven direct damages not to exceed per claim (or in the aggregate during any 12-month period) an amount equal to the total net payments payable by customer for the applicable service during the three (3) months preceding the month in which the damage occurred. Under no circumstances shall the telephone company be liable to the customer for any indirect, consequential, exemplary, special, incidental or punitive damages (including, without limitation, any damages for lost business, revenue, profits or goodwill) arising in connection with any service agreement or the provision or failure of any services (including, without limitation any service implementation delays or failures). This limitation of liability shall survive failure of any exclusive remedy, and shall apply regardless of the form of action, whether in contract, tort, warranty, strict liability, misrepresentation, negligence (including without limitation, active and passive negligence) or other theory of recovery. Nothing in this section limits customer's responsibility for the payment of charges due or the telephone company's obligation to provide credits due as provided in this tariff.

Issued By: Betty Sanders, Director Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink SC-CCO, LLC

Issue Date: December 8, 2010

Effective Date: December 10, 2010

**Special Type of Construction (cont'd)**

- including the cost of installing, less the estimated cost to the Telephone Company of installing such aerial facilities as would be (or is) required to furnish the same service.
- D. Cable or wire installed in conduit will be maintained and replaced at the expense of the Telephone Company where the conduit has been inspected in place by the Telephone Company and approved, but repairs or replacements of cable or wire in conduit not so inspected and approved, or repairs or replacements of cable or wire in conduit or trench made necessary by damages caused by the Customer or his representative will be made only at the Customer's expense.
- E. Where facilities are changed from aerial to underground, in addition to the above, the Customer is charged the cost of dismantling and removing the aerial facilities.

**3.2.13 911 Emergency Services**

Telephone Company will supply the 911/E-911 service provider in the Telephone Company's service area with accurate information necessary to update the 911/E-911 database at the time Telephone Company accepts Customer orders.

Database records provide customer-specific information that includes the customer name and service address. This information is made available to emergency service providers in the event that a call is placed to 911 from the end user's telephone.

If Customer requires location-specific Automatic Location Information (such as floor and room number within a building) delivery to the Public Safety Answering Point, or otherwise desires E-911 service to be provided for multiple user configurations, Customer must implement Private Switch/Automatic Locations Identification (PS/ALI). Customer must obtain the software and support that enable PS/ALI from a third-party provider.

(N)  
|  
(N)

Telephone Company will bill the customer a monthly 911 surcharge, per voice grade equivalent line in order to fund the E-911 system. Funds collected will be remitted to the specific local government.

Issued By: Betty Sanders, Director Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink SC-CCO, LLC

Issue Date: December 8, 2010

Effective Date: December 10, 2010

### **5.7.1. Recurring Rates**

#### **Charter Business® Voice Trunk Service**

This is a local exchange private, dedicated access service. This T1 Primary Rate Interface (PRI) or Integrated Services Digital Network (ISDN) service will be provided over fiber facilities only and configured with up to 23 voice and 1 signaling channel and will be available to business customers. Services are available to business customers within the local service area of the Telephone Company and who subscribe to the local exchange service of the Telephone Company. The quantity of services provided is dependent on the technical feasibility at the specific location. The rates for this service will be determined on an Individual Case Basis.

(C)  
(C)

Local exchange service as described in this tariff with the exception of Line Intercept Services, will be provided for Charter Business® Voice Trunk Service. Also included is Caller Identification, Ten Toll Free numbers (upon request) and logical grouping of the channels across voice trunks. Service Charges as described in section 5.7.4 for business will be applicable to this service. Additional construction and facilities may be required at the customer's expense and will be determined on an Individual Case Basis.

Direct Inward Dial (DID) numbers are available for purchase with Charter Business® Voice Trunk only. DID numbers come in blocks of numbers up to 20 and 100.

DID 20 Block	\$10.00 per month
DID 100 Block	\$40.00 per month

The following services as described and priced in this tariff for business services are also available with Charter Business® Voice Trunk.

Additional White/Blue Page Listing  
Directory Assistance  
Private Number Service  
Toll Restriction  
Block International  
Additional Yellow Page Listing  
Operator Services  
Block 3<sup>rd</sup> Party and Collect  
Remote Number Forwarding  
Direct Inward Dial  
PRI Overflow

(N)  
(N)

Issue Date: December 8, 2010

Effective December 10, 2010

Issued By: Betty Sanders, Director - Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink-Georgia, LLC

### 5.7.3. Other Services and Charges

Name	Description	Maximum Charge
Additional White and/or Blue Page Listing(****)	Additional white and/or blue page listings for telephone numbers on the same account.	\$ 6.50, per number, per month
Additional Yellow Page Listing	Additional directory listing in yellow pages for additional telephone numbers on the same account. Limit one listing per telephone number.	\$ 6.50, per number, per month
Enhanced Directory Assistance (*)	Provides directory assistance and customized information to requested calls.	\$ 2.50 per use
	Physically Impaired Customers	N/C
Non-Listed Number(**)	Telephone number not listed in Directory but, available via 411 information	\$ 5.20, per number, per month
Non-Published** Number	Telephone number not listed in directory or available for 411 Information	\$ 6.50, per number, per month
Operator Services(***)	Operator assisted calls for Calling card, collect, 3 <sup>rd</sup> party, Busy line verify and busy line interrupt	
Private Number Service	Number not listed by Directory Assistance or in the telephone directory. Records secured by Company and not provided to other carriers or publishers.	\$10.00 per number, per month

(M)

(M)

(\*) Directory Assistance Service is being replaced by Enhanced Directory Assistance Service as of July 9, 2007.

(\*\*) Effective 2/24/09, these services will be unavailable to new customers. Existing customers who subscribe to these services will be grandfathered and allowed to retain these services until: 1) service is terminated per customer's request, 2) non pay disconnection of telephone service or 3) the Customer is notified by the Company that the grandfathered service has been discontinued.

(\*\*\*) Operator Services are provided by the Company via contractual agreement with Operator Services Company, LLC. Rates per call are given upon request and are those which have been tarified with the Commission

(\*\*\*\*)Blue page directory listings are available for government entities, schools and libraries.

Issued By: Betty Sanders, Director Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink SC-CCO, LLC

Issue Date: December 8, 2010

Effective Date: December 10, 2010

**5.7.3. Other Services and Charges (cont'd)**

Name	Description	Maximum Charge	
Seasonal Suspension	Allows a telephone account to Remain active while suspending Service for up to 3, 4, 5, or 6 Consecutive months. Only 1 allowed per calendar year.	\$ 13.00 per line per month	(M)
			(M)
PRI Overflow	Allows calls to automatically overflow from one or more Voice Trunks at one location to one or more Voice Trunks at another location.	\$50.00 per Voice Trunk per month	(N)
			(N)
			(M)
			(M)

Issued By: Betty Sanders, Director Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink SC-CCO, LLC

Issue Date: December 8, 2010

Effective Date: December 10, 2010

### 5.7.3. Other Services and Charges (Cont'd)

(M)

#### Customer Initiated Temporary Suspension of Service (Seasonal Suspension)

A customer may request a temporary suspension of service to accommodate extended absence needs for vacation, etc. Requests for suspension may be in three (3), four (4), five (5) or six (6) consecutive month increments, and can only be applied to the Telephone Company customer's account one (1) time per calendar year. The restored service will be the same and will reflect the same features as the service prior to the suspension.

This service is available only to customers with a minimum of a twelve (12) month term agreement and provides for a suspension of telephone Service(s) for a prescribed period on an annual basis. Seasonal suspension of services will result in availability of dial tone with access only to 911 or Charter customer care service. No other services or features will be active or operational during a seasonal suspension period. Seasonal suspension shall apply to any or all lines (any or all telephone numbers) of an account and is billed on a per line basis. The period of suspension will be the same for and applied to each year of the agreement term.

The term of the original agreement shall be extended by a period equal to the annual period of the suspended service requested by the customer. Such extension shall apply on an annual basis. All renewal service periods shall also include a seasonal suspension period with the extension of such renewal period to be equal to the length of the seasonal suspend for the annual renewal period. For example, if the suspension period is three months, the term agreement shall be extended by three months times each year of the term agreement. Accordingly, a two year term agreement with a three month suspension shall be extended in term by six months. Any subsequent renewal period shall be extended by that same period (six months).

In the event Customer desires to terminate seasonal suspension of service(s) prior to the end of an annual seasonal suspension period, customer's service will be restored fully and all partial months charges will be prorated. Early termination of any annual seasonal suspension shall not reduce the amendment term regardless of whether future seasonal suspensions are fully utilized by the Customer.

Use of Temporary Suspension of Service option allows the customers to not be charged a disconnect service order charge and a new connect service order charge, while maintaining their telephone number. The customer may be charged an Add/Change Charge each time Suspension Service is requested. All other monthly recurring charges are waived during the suspended period.

Seasonal Suspension Service Rate – see page 46.1

(T)(M)

(M)

(M)

Issued By: Betty Sanders, Director Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink SC-CCO, LLC

Issue Date: December 8, 2010

Effective Date: December 10, 2010



**5.7.3. Other Services and Charges (Cont'd)**

**(M)**

**Refer-A-Business Program**

The Charter Business® Refer-A-Business program allows existing business customers in good standing to earn credits toward their account by referring new customers to Charter Business®. The new customer being referred must not have been a Charter Business® customer for any service within 120 days of the referral. If the referred customer signs up for Charter Business® services, the existing referring customer will receive a one-time \$50 non-transferable credit toward their account within 90 days of installation of the new service. If the referred customer has services of \$500 monthly recurring revenues or more, the existing customer making the referral will earn an additional non-transferrable one-time credit of \$500 toward their account within 90 days of installation.

The referred customer will also receive a \$50.00 non-transferrable one-time credit on their account. The referred customer is not eligible for the \$500 credit based on monthly recurring revenues and cannot earn multiple credits for being referred multiple times.

Upon cancellation of service for any reason, any unused credits will automatically expire and may not be transferred, assigned or redeemed for cash. All credits will only apply to monthly recurring charges. No credits are applicable to installation or other one-time charges. Any referrals that have not activated service within 120 days of initial contact will not be eligible for this program.

The referrals must be made through the use of the Charter Business® online Refer-A-Business submission form.

**(M)**

Issued By: Betty Sanders, Director Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink SC-CCO, LLC

Issue Date: December 8, 2010

Effective Date: December 10, 2010

**5.7.4. Service and Equipment Charges (Cont'd)**

Service and Equipment (S&E) charges are one-time charges associated with the connection, change or termination of business local exchange service. These charges are as follows:

<u>Description</u>	<u>Maximum Charge</u>	
Remote Number Forwarding One time installation charge per telephone number	\$ 50.00	
PRI Disaster Recovery One time charge to manually transfer numbers from a Voice Trunk and point them to another number temporarily.	\$150.00	(N)   (N)
Repair Maintenance Labor associated with the repair of customer caused incidents		(N) 
-Regular Time: Mon-Sat 8 a.m. to 8 p.m.	\$230.00	
-Overtime: Mon-Sat 8 p.m. to 8 a.m.	\$350.00	
-Premium: Sundays and National Holidays	\$460.00	(N)

Issued By: Betty Sanders, Director - Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink SC-CCO, LLC

Issue Date: December 8, 2010

Effective Date: December 10, 2010

**Appendix C – Current Price List for Business Services**

<u>Section</u>	<u>Service Description</u>	<u>Current Monthly Charge</u>	<u>Current Non-Recurring Charge</u>
	Block Repeat Dialing	NC	
	Selective Call Acceptance	\$ 4.00	
	Speed Dial 8	\$ 2.00	
	Speed Dial 30	\$ 3.00	
	Three Way Calling	\$ 4.00	
	Toll Restriction	NC	
	Block Collect Calls	NC	
	Block Third Party Calling	NC	
	Block International LD Calling	NC	
	Block Operator Services	NC	
	And Directory Assistance		
	Auto Call Back	\$ 4.00	\$ .90 per use \$ 9.00 Maximum per mo.
	Auto Busy Redial	\$ 4.00	\$ .90 per use \$ 9.00 Maximum per mo.
	Call Hold	\$ .50	
	Hot Line	\$ .50	

**5.7.3 Other Services and Charges**

Additional White and/or Blue*** Page Listings	\$ 5.00	
Additional Yellow Page Listing	\$ 5.00	
Enhanced Directory Assistance		\$ 1.79 per use
Directory Assistance for Physically Impaired		NC
Hunt Group	\$ 1.50	
Non-Listed Number*	\$ 5.00	
Non-Published Number*	\$ 5.00	
Operator Assisted Calls**		
Private Number Service	\$ 5.00	
Seasonal Suspension	\$ 10.00	
DID 20 Block	\$ 5.00	
DID 100 Block	\$ 20.00	
PRI Overflow	\$ 25.00 per Voice Trunk	

(N)

(\*) Effective 2/24/09, these services will be unavailable to new customers. Existing customers who subscribe to these services will be grandfathered and allowed to retain these services until: 1) service is terminated per customer's request, 2) non pay disconnection of telephone service or) the Customer is notified by the Company that the grandfathered service has been discontinued.

(\*\*)Local Operator Services are provided by the Company via a contractual agreement through a third party vendor. Rates per call are given upon request and are as quoted by the operator.

(\*\*\*)Blue page directory listings are available for government entities, schools and libraries.

Issued By: Betty Sanders, Director Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink SC-CCO, LLC

Issue Date: December 8, 2010

Effective Date: December 10, 21010

**Appendix C – Current Price List for Business Services**

<u>Section</u>	<u>Service Description</u>	<u>Current Monthly Charge</u>	<u>Current Non-Recurring Charge</u>
5.7.4	Service and Equipment Charges		
	Extended Referral Message		\$ 2.00
	Directory Listing Change		\$ 10.00
	Returned Check Charge		\$ 25.00
	Telephone Number Change		\$ 20.00
	New Installation		\$ 49.00
	New Installation (3 or more lines)		\$ 25.00
	Add additional jack on new Installation		\$ 30.00
	Add phone jack to existing account (Note 1)		\$75.00
	Service Dispatch		\$ 45.00
	Reconnection		\$ 30.00
	Non Pay Reconnection		\$ 30.00
	Add Phone Line (subsequent dispatch) (Note 1)		\$ 75.00
	Reconfigure Existing Jack (Note 1)		\$ 75.00
	Repair/Maintenance(customer caused incidents)		
	Regular Time: Mon.-Sat		
	8a.m.-8p.m.		\$ 115.00 per dispatch
	Overtime: Mon.-Sat		
	8p.m. – 8a.m.		\$ 175.00 per dispatch
	Premium: Sundays & Holidays		\$ 230.00 per dispatch
	Remote Number Forwarding		\$ 25.00
	One time installation charge per telephone number		
	PRI Disaster Recovery		\$ 150.00 (N)

Note 1: Nonrecurring charges include the service dispatch charge

Issued By: Betty Sanders Director-Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink SC-CCO, LLC

Issue Date: December 8, 2010

Effective Date: December 10, 2010